



Precision Fabrications Andover LTD

Unit 9, Northway, Walworth Industrial Estate, Andover, SP10 5AZ

Tel: 01264 316 339 Email: Enquiries@pfandover.com Web: www.pfandover.com

OUR QUALITY OBJECTIVES

Our objectives are consistent with our policy, built into our business plan – 12 months - and are then disseminated to each department / function for incorporation into their management roles.

Each department is responsible for delivering its objectives and this is monitored via individual appraisals, team meetings and management reviews.

Objectives are based on our business requirements inclusive of our key deliverables to both internal functions and our customers through our product / service realisation process.

PFA's Quality Objectives, which are measured, are as follows:

- Our Management Team are committed to analyse customer feedback data, internal performance data, financial performance data and business performance data at regular Management Reviews on a quarterly basis to ensure that our Quality Objectives are being met.
- We are committed to deliver our services to specification 100% of the time.
- We are committed to deliver our services on time 98% of the time.
- We are committed to deliver our services to the price quoted 100% of the time.
- We aim to make a profitable return on our activities year on year in order to fund ongoing development and growth of our business and continually improve our Quality Management System and services to our clients.
- We will always conduct our business in an ethical and professional manner.
- We are committed to satisfy our clients' requirements and will always endeavour to get things right first time.
- Should we make a mistake, we will always admit it and rectify the situation within as short a period as practically possible keeping the appropriate records, documentation and data for analysis and improvement purposes.